

## SECTION 4 EVALUATION AND ACCEPTANCE

### 4-1. Evaluation.

#### 4-1.1. General.

Evaluation of a Participant's offer for transportation services will be based on the combination of the Participant's service performance and its offered charges. That combination will take the form of a Value Index (VI) as explained below.

#### 4-1.2. Performance Evaluation.

**4-1.2.1. DOMESTIC.** Evaluation of the Participant's service performance will be based on the Customer Satisfaction Index (CSI), published for the offering Participant by GSA in the General Services Administration Centralized Household Goods Traffic Management Program, 1998-99 Report. If a Participant is listed as "Unindexed" or does not appear in the Report, its service performance will not be a factor in the evaluation.

**4-1.2.2. INTERNATIONAL.** For the 1999-2000 Filing Cycle, evaluation of the Participant's service performance will be based on data collected from Traffic Managers for a twelve (12) month period and a Performance Index (PI) measuring each individual Participant's performance against the average level of performance will be assigned. In those instances when there was no data furnished, the Participant will be considered "unindexed" and its performance will not be a factor in the evaluation.

#### 4-1.3. Value Index (VI).

**4-1.3.1. Computation.** A Participant's VI is computed at the time **each** cost comparison is run. The computation uses the following steps:

- (1) A base total charges is computed for the cost comparison by adding together
  - Total Transportation Charges (line-haul, packing, and accessorial);
  - SIT Charges for 30 days (pickup/delivery, warehouse handling, storage);
  - The greatest vehicle price offered by all Participants for that cost comparison, if applicable; and
  - The UAB Charge, if applicable (average of the weight breaks found in the base-line rate table in RFO Section 2-7).

This base total is absent any discounts or percentages.

- (2) The average charge by all Participants on that route is calculated.
- (3) The average discount is calculated by subtracting the average charge from the base total charges (#1 and #2 above)
- (4) The charge for each individual Participant is calculated based on its offered discounts/percentages/rates.
- (5) Each individual Participant's discount is calculated by using the absolute value (abs) of the amount determined by subtracting the Participant's charge from the base total charges (abs (#1 and #4 above))
- (6) The Discount Index (DI) for each Participant is computed by dividing each Participant's discount by the average discount and multiplying the result by 100 (#5/#2, above)\*100).
- (7) The VI for each Participant is finally computed by summing 70% of the Participant's Customer Satisfaction Index (CSI) with 30% of the DI ((.7\*CSI)+(.3\*#6, above)).

*Example 1.* If a Participant's CSI is 105.37 and its DI is 91.55, its VI = 101.22

$$((105.37 \cdot .70) + (91.55 \cdot .30)).$$

*Example 2.* If a Participant has no CSI and its DI is 137.96, its VI = 41.39

$$((0 \cdot .70) + (137.96 \cdot .30)).$$

## **4-2. Acceptance.**

### **4-2.1. Domestic.**

Accepted offers will be listed on the GSA Cost Comparisons for Federal Agency use based on the VI as computed in RFO [Section 4-1.3](#), and as defined in HTOS (DTOS Paragraph 3-6.B(2)(b)).

### **4-2.2. Agency Specific.**

Accepted offers will be listed on the GSA Cost Comparisons for Federal Agency use based on the VI, and as defined in HTOS (DTOS Paragraph 3-6.B(2)(b)).

### **4-2.3. International.**

Accepted offers will be listed on the GSA Cost Comparisons for Federal Agency use based on the VI as computed in RFO [Section 4-1.3](#), and in accordance with the provisions of RFO [Section 4-3](#).

## **4-3. Cost Comparison Listing.**

### **4-3.1. Definitions.**

**4-3.1.1. New Carrier.** New carrier as used in this provision means a Participant approved to participate in the GSA's CHAMP after [February 1, 1999](#).

**4-3.1.2. Indexed Carrier.** Indexed carrier as used in this provision means any Participant, except a new Participant, for which GSA can calculate a performance index

**4-3.1.3. Unindexed Carrier.** Unindexed carrier as used in this provision means any Participant, except a new Participant, for which GSA cannot calculate a performance index for this Filing Cycle.

**4-3.1.4. Filing Cycle.** Filing Cycle as used in this provision means the [period November 1, 1999 through October 31, 2000](#), unless such period is changed by the PMO.

#### **4-3.1.4.1. Exception.**

[For this 1999-2000 RFO, the filing cycle period will be May 1, 2000 through October 31, 2000 \(RFO Section 1.1.2\).](#)

### **4-3.2. Carrier Categories.**

**4-3.2.1. Category 1.** Effective May 1, 1997, ALL new Participants will be listed on the cost comparison in cost ascending order.

**4-3.2.2. Category 2.** Category 2 Participants are those with VI of 100.0 or greater. All Participants with a VI equal to or greater than 100.0 as computed in accordance with RFO [Section 4-1.3](#) will be listed in VI descending order. Participants with a VI less than 100.0 will be listed in no order and be identified as Category 3 Participants.

**4-3.2.2.1. Category 3.** Category 3 are all Participants with a VI of 99.99 or less (Category 2) and all unindexed Participants. These Participants will be randomly selected and randomly sorted on each cost comparison requested by a Federal Agency.